TECHNOLOGY SUPPORT TECHNICIAN (12247)(30005034)

GENERAL DESCRIPTION OF WORK

Positions in this banded class provide consultation, support, and/or training to users of computer or other information technology based systems located throughout the state agencies and universities, as well as basic support of hardware, software, operating systems and networking. This class requires a basic knowledge and understanding of a wide variety of technologies to effectively support users' technical needs. At this class, positions are not usually involved in application development, system integration, or network design/analysis. Positions normally interact with a broad range of users requiring strong communication skills and the ability to use a variety of technical resources for providing technical support. May provide routine support for a broad range of information related technologies, or may provide in-depth support for a narrowly defined area of technology. Complex technical problems or questions would typically be referred to a higher-level Technology Support Analyst and/or Technology Support Specialist.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Planning and Organizing	Plans own work of independent tasks.	Apply technical knowledge to independently work on routine/ non-complex tasks. Monitors progress against defined parameters.
Project Management	Ensures assigned project goals and assignments are completed within prescribed deadlines. Serves project team member, manage work of self and makes recommendations on software, hardware and recommend resolutions for problems.	Ability to complete own tasks and manage schedule to meet deadlines. Completes tasks as part of a larger team.
Technical Knowledge	Trouble-shoot basic/routine problems such as logging on to computer systems or software, printing problems or routing error messages. Researches issues / problems and resolves or elevates to next level.	Understands basic technology principles and terminology associated with the work unit. Solicits relevant information from client in order to sufficiently describe non-routine problems to technical expert, and effectively communicate solution to client. Understands basic troubleshooting techniques and principles and uses understanding to resolve routine problems based on existing documentation/ training/ resources. Basic knowledge of specialty software or hardware.
Technical Solution Development	Provides information on how to perform specific functions with a software package or system. Creates step-by-step instructions for users. Serves as technical resource for basic solutions for routine problems and effectively communicates technical information to users.	Ability to apply analytical skills to evaluate alternatives and make recommendations.
Technical Support	Installs basic software and hardware for common use areas according to prescribed procedures. Performs routine diagnostics and maintenance on equipment, including installing basic patches and upgrades, and set-up and configuration of new hardware and software. Responds to inquiries for assistance from users of computers and related software and hardware devices including access control devices, printers or copiers; import/export file, and run reports. Solicits relevant information from users to describe non-routine problems to escalate problems to technical expert. Provides technical support for a specific processes and/or software with in a department.	Knowledge of varied technology components and the inter-relationships of components.

	Completes documentation on service requests.	
Consultancy Skills	Provides assistance and support to users of use of specific software or process for the unit based on standard procedures. Determines client needs and effectively communicates back to technical experts.	Applies technical knowledge and effective communication skills to create information and training materials for users.

JOURNEY

Functional Competency	Examples of Work	Competencies
Planning and Organizing	Plans and manages own work/projects of independent tasks. Maintains standard systems and sub-systems, test and upgrades systems. Monitors and maintains security on systems within the department /unit.	Ability to organize and follow complex and /or detailed technical procedures. Ability to work independently to perform tasks with minimal supervision.
Project Management	Participates as a project team member, manages work of self. Solicits input from key stakeholders to develop project plans and timelines. May serve as a project team member and make recommendations for routine problem solutions.	Ability to manage technical projects involving own work and under minimal supervision.
Technical Knowledge	Provides technical assistance to users on a wide variety of activities and basic software packages. Installs standard baseline software. Connects personal computers to internet or data networks (wired and wireless), recover corrupted files or repair disks or burn CDs. Sets up and configures devices, including computers and related devices. Trouble-shoot routine problems and assists users in software and hardware problems.	Working knowledge of technology principles and terminology associated with the work unit and ability to integrate in identifying problems or solutions. Working knowledge of specific software and hardware installation processes and procedures. Knowledge of system security protocols. Demonstrates broad working knowledge in specialty area within work unit. Utilize and apply knowledge of data and system tables to perform work.
Technical Solution Development	Assists users in automation of routine office functions and provides support for systems design teams on less complex applications. Researches solutions in technical documentation and applies to resolve the problem/ issue. Escalates technical problems to higher level. Creates less complex formal and informal training step by step instructions. Documents procedures, workarounds and solutions. Contributes to knowledge base of informational unit.	Apply technical knowledge of software and systems to provide information to design teams for improvisation or development of new features. Apply analytical process to identify or understand recurring problems and recommend solutions. Ability to document solutions that solve client problems and clearly presents these solutions. Ability to identify and understand reoccurring problems and recommends solutions.
Technical Support	May support multiple facilities and associated hardware and software, assist users with equipment, and train and/or supervise assistants who monitor equipment. Performs routine diagnostics and /or configurations on assigned software and hardware. Documents solutions that solve client problems and clearly present these solutions. Determine appropriate solution through in-depth analytical process.	Ability to resolve some non-routine problems using standard troubleshooting techniques or information from research Ability to resolve problems and issues escalated from lower level technicians.

	Examples of Work	Competencies
	Provides Tier 1 and 2 support including working with vendors and external organizations. Provides support for systems, hardware and software for standalone or networked devices.	
Consultancy Skills	Provides assistance and support to users on specific software/hardware or process. Consults with clients and other technicians, specialists, and analysts to resolve technical problems. Proactively verifies problem resolution.	Ability to apply technical knowledge and effective communication skills to identify business needs and develop a plan for resolving.

ADVANCED

Functional Competency	Examples of Work	Competencies
Planning and Organizing	May serve as lead technician and may oversee the services provided by technical solutions team members. Plans own projects. Organizes workload for self and others and sets priority for shift/work unit.	Ability to identify technical or procedural training needs for technical support staff on new technologies or recurring problems. Ability to lead ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively.
Project Management	Identify and communicate own project goals and objectives. Collaborates with other team members to ensure key deliverables are completed within prescribed deadlines. Make recommendations on software, hardware and recommend resolutions for problems.	Ability to lead projects and manage work of self and others.
Technical Knowledge	Evaluates potential software or hardware to meet needs. Understands multiple operating systems for servers, boot sequence, error logs, alternate boot methods and software and hardware diagnostics. Addresses referrals and determines appropriate group or area to troubleshoot issues.	Serve as technical expert in one or more specialty areas. Knowledge of other work specialties and abilities for the purpose of integration for developing and communicating solutions.
Technical Solution Development	Manages/Develops the technical solutions in the knowledge base to be used for tech support technicians and non-technical clients. Writes complex scripts to gather and analyze date. Documents non-routine procedures, workarounds and solutions. Integrates remedies with knowledge based to provide technical solutions to clients and communication to non-technical users.	Ability to guide technicians with technical solutions and resolve complex problems within work area; make decisions based on weighing options and consequences; and direct the work of others with some latitude on actions and decisions. Ability to apply and integrate technical skills and knowledge to specialty work.
Technical Support	Assists with migration activities between systems and perform updates to software. Provides in-depth support of hardware and software.	Ability to identify trends and make recommendations for technical modifications. Ability to make decisions based on weighing options and consequences. Exhibits knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions.
Consultancy Skills	Analyzes user needs; recommends software and hardware to users. Serves as a technical	Ability to consult with users and higher-level specialists and

	resource for lower level technicians.	analysts to resolve advanced technical problems and ensure customer satisfaction.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.